

Supervisor Support Cover Letter

43215 Dorsey Curve Delsiebury, LA 70981

Dear Sam Schamberger,

I submit this application to express my sincere interest in the supervisor support position.

Previously, I was responsible for an intermediate level of installation, setup, maintenance, and troubleshooting support services among a wide range of IT related products.

My experience is an excellent fit for the list of requirements in this job:

- Strong knowledge in File Share Management, Symantec Endpoint Protection, Checkpoint, Microsoft Windows Deployment Services or equivalent desktop imaging tool, Active Directory administration, email distribution group administration, group policy objects
- Strong knowledge of ITIL processes and procedures related to Incident, Problem, and Request
- Exercise creativity and flexibility to respond quickly and positively to shifting demands and opportunities
- Strong understanding of IP networking and tools such as Ping, Traceroute, TCP/IP, DNS, DHCP
- Demonstrated experience in managing, coaching, appraising, and motivating teams and/or units
- Competency in strategic thinking and leadership with strong abilities in relationship management
- Competency in developing efficient and effective solutions to diverse and complex business problems
- Knowledge of claims processing and procedures

Thank you in advance for taking the time to read my cover letter and to review my resume.

Sincerely,

